



0000161243

## DOCKETED Arizona Corporation Commission

JUL 23 2015

## Utilities Complaint Form

DOCKETED BY	Investigator: <i>BTU</i>	Phone:	Completion Date:
	Jenny Gomez	[REDACTED]	7/15/2015

Opinion Number:	Opinion Codes:	Opinion Date:
123309	Rate Case Items - Opposed	7/15/2015 11:16:47 AM

ORIGINAL

Customer Information			
First Name:	Last Name:	Account Name:	
Terrilee	Laby	Terrilee Laby	
Street Address:	City:	State:	Zip Code:
[REDACTED]	Sedona	AZ	86351

Utility Information			
Company:	Division:		
Pine Valley Water Company	Water		
Name:	Phone:	Email:	
Lance Wischmeier	[REDACTED]	[REDACTED]	

Nature of Opinion:	
Docket Number:	Docket Position:
W-02181A-15-0216	Against
<p>DOCKET NO. W-02181A-15-0216 OPPOSE Sent: Thursday, July 09, 2015 10:56 AM To: Utilities Div - Mailbox; IT Prod Alerts Subject: Public Comment Form Terrilee Laby</p> <p>According to the documents sent to those of us who are customers of the Pine Valley Water Company, the owners are requesting an increase in the rates currently charged. I understand there has been no increase since June of 2001 as the water company was not, until recently, in compliance with arsenic levels. Although the letter sent to us states, "The Company is requesting..(an) increase of 35% of total revenues", the dollar amounts shown for Proposed Rates are actually 100% higher. That discrepancy is not only confusing, but also raises issues of transparency. I certainly do not want my water bill to double. Additionally, as a resident of Pine Valley, I have some concerns about the security of the facility itself. The renters on the property occupy a bungalow, a motor home and a trailer. The water company has morning office hours but is not a presence for the majority of the day or night. What assurances are in place to keep our water safe? *****</p>	

## Notes

**Date:**

7/15/2015

**User:**

JGOMEZ

**Submission Method:**

Telephone

**Type:**

Investigation

Noted and filed for the record in Docket Control. REFERENCE COMPLAINT NO. 123275 FOR RESPONSE TO CUSTOMER'S QUESTIONS.

**Date:**

7/22/2015

Subject: Arizona Corporation Commission Utility - Opinion #123309 - Terrilee Laby From: JGomez@azcc.gov To: CMadrid@azcc.gov CC: Sent: 7/22/2015 3:34:14 PM Attachments: Complaint.pdf Body: This is an opinion filed on 7/15/2015 11:16:47 AM. The opinion and any supporting documents is attached for your review and response.